



Infosys RPA and AI in HR Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for Infosys is a comprehensive assessment of NGA HRs automation and artificial intelligence offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HR outsourcing and identifying vendor suitability for HR services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR and payroll decision makers.

Key Findings & Highlights

Infosys Limited is an Indian multinational which provides business consulting, information technology and outsourcing services. Since becoming a public limited company in 1992 (as Infosys Technologies Ltd.), the company now known as Infosys has been at the forefront of Tier 1 Indian firms providing offshore IT services. Headquartered in Bangalore, Infosys is the second largest Indian IT services company by revenue and India's sixth largest publicly traded company.

This profile focuses specifically on Infosys' RPA and AI capability leveraged in the delivery of its HR service offerings. For a more comprehensive overview of Infosys' HR services capability, please refer to the following vendor profiles available to NelsonHall subscribers:

- Infosys - Multi-Process HR Services (2017)
- Infosys - Next Generation Payroll Services (2017)
- Infosys – Learning BPS (2018)

Infosys leverages RPA and AI across its portfolio of HR services, with the intent of addressing repetitive, manually intensive tasks, to improve efficiencies, reduce costs, increase scale, and enhance the quality of its delivery outcomes and overall client experience.

Infosys' RPA capability has been applied across its HR offering, and currently supports the following processes to a varied level of automation depending on the quantity of transactional processes and repeatability of tasks within each function, including:

- Talent acquisition
- Talent administration

- Talent development
- Performance Management

Additionally, Infosys offers its RPA capability as a transformational component of its HR services offering, or as a standalone solution. Its standalone RPA offering includes:

- Automation consulting
- Automation discovery
- Automation feasibility
- Tools for discovery
- Cost benefit analysis
- Develop business case to show projected cost savings, productivity improvements, FTE savings, etc.
- Assessment report
- Implementation
- Post implementation support
- Contract analysis

In early 2017, Infosys launched NIA, its "next generation" AI platform which incorporates analytics, machine learning, and cognitive automation capabilities to apply to its HR and payroll services. It includes chatbots, for automated knowledge/ inquiry management and resolution through AI, machine learning, and chatbots. Infosys offers platform agnostic, pre-built AI & automation HR solutions repository to enhance multiple HR process and functions beyond the traditional ERP system capabilities, e.g. resume filtering using ML, attrition prediction using ML, AI powered deep insights etc.

Infosys has ~5.2k automation consultants and developers globally, which are certified to deliver its in-house automation platform AssistEdge, and other market-leading RPA platforms. (e.g., UiPath, Pega Robotics, Automation Anywhere, and Blue Prism). Which are supported by domain specialists and process experts, currently deployed across its various delivery locations with clients from various industries including banking and insurance, retail, and energy, etc.

Infosys has ~50k bots in place across all of its business process outsourcing practices; ~ 1% are dedicated to its HR services delivery.

Infosys applies its automation and AI capability across its client base at both the process and client program levels, applying automation to common processes where possible, and working with each client to apply RPA to each client's specific platform and business transformation needs.

Infosys provides HR services to over 20 large enterprise clients across multiple industry verticals globally; currently, Infosys has applied RPA to ~50% of its HR client base globally. By the end of calendar 2018, Infosys expects to have achieved similar % client adoption for RPA.



Scope of the Report

The report provides a comprehensive and objective analysis of Infosys' RPA and AI offering leveraged in the delivery of its HR services, including:

- Identification of the company's strategy, new developments, and outlook
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's customer base leveraging RPA and AI including the company's targeting strategy
- Analysis of the company's delivery organization including the location of delivery locations.

Contents

1. Background
2. Key Offerings
3. Delivery Capability and Partnerships
4. Target Markets
5. Strategy
6. Outlook

Report Length

11 pages

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RPA and AI in HR Outsourcing Vendor Assessments also Available for:

ADP

Alexander Mann

Alight Solutions

Excelity Global

IBM

Infopro

Korn Ferry

NGA HR

One Source Virtual

PeopleStrong

Raet

Ramco

SD Worx